

Complaints Specialists

Complaints specialists are available to receive your complaint(s), determine if it is eligible and help you through the process. It is important to know that not all complaints are eligible for acceptance under the ministry's complaints process. A few examples of ineligible complaints include:

- » A complaint about any matter that is currently before the court.
- » The complaint concerns matters related to youth justice services, and the person making the complaint is not authorized to access information under the *Youth Criminal Justice Act*.
- » A complaint made by a foster parent unless they are acting on behalf of a child or family.

If your complaint is ineligible your complaints specialist or ministry worker may refer you to another review process to resolve your complaint.

For more information or to make a complaint, please contact your local ministry or Delegated Aboriginal Agency (DAA) office toll-free at 1 877 387-7027 and ask to speak to a complaints specialist. For a list of DAA offices visit our website: <http://www2.gov.bc.ca/gov/content?id=0B4D8BD4B6EA4B4495619F9E7B4DE86D>

Toll-Free Telephone Device for the Deaf (TTY):
In Vancouver: 604 775-0303
Elsewhere in B.C.: 1 800 661-8773

If your complaint concerns a child who may be in need of protection, call the Helpline for Children at: 310-1234 (from anywhere in B.C., 24 hours a day). No area code is required.

Visit our website for more information:
<http://www2.gov.bc.ca/gov/content?id=71BBA258BBDC4CED842743935F721625>



Ministry of
Children and Family
Development

Complaints Process

Do you have a complaint about our services, actions or decisions?

We want to hear from you!



Ministry of
Children and Family
Development

The Ministry of Children and Family Development (MCFD) is committed to providing quality service to children, youth, families and communities.

As a part of this commitment, the ministry complaints process is guided by the following principles:

- » Everyone has the right to be treated with dignity and respect.
- » Openness to all traditions, cultures, values and beliefs.
- » The rights, best interests and views of the child or youth will guide the process, regardless of who initiated the complaint.
- » There will not be any negative consequences to anyone, including children, youth and families, as a result of making a complaint.
- » The confidentiality and privacy of individuals and families will be respected.
- » Everyone, including children, youth and families, has the right to involve an advocate, relative or friend to support them through the process.
- » MCFD or DAA staff will actively work to resolve complaints.

How does the complaints process work?

Complaints are accepted when they are about a decision, act or failure to act related to an MCFD service or a delegated service provided by a Delegated Aboriginal Agency (DAA).

Complaints are accepted from:

- » Anyone receiving MCFD or DAA services under the *Child, Family and Community Service Act* or who believes they should be receiving these services, or a person representing them; and
- » The Representative for Children and Youth (RCY)

The ministry's complaint process provides two ways of addressing complaints – Resolution and Administrative Review. During Resolution the complainant is offered the opportunity to be actively involved, with MCFD or DAA staff, in a process which encourages problem solving and provides flexibility in finding and agreeing upon solutions that address the complaint(s). Resolution is completed in 30 days unless the complainant agrees to an extension.

Administrative Review provides an examination of the complaint issue(s) by a Review Authority (RA), who is uninvolved in any matters related to the complaint. The RA will review the complaint(s), come to a conclusion and may make recommendations. The Administrative Review will be completed within 30 days unless the complainant agrees to an extension. The complainant may make a request for an Administrative Review at any time during the complaints process.

If you disagree with the decision:

If you think that any of the decisions, conclusions or recommendations reached through the ministry's complaint process are unfair, you may request an external review through the Office of the Ombudsperson.

Office of the Ombudsperson

Phone: 1 800 567-3247

Fax: 250 387-0198

www.bcombudsperson.ca/

Representative for Children and Youth (RCY)

The RCY supports children, youth and families who need help with child welfare concerns.

Phone: 1 800 476-3933

Fax: 250 356-0837

Email: rcy@rcybc.ca

www.rcybc.ca

